EDITORIAL
Dear client, thank you!
Thank you for choosing Renault Eurodrive for your stay in Europe.

At Renault, we have always believed that cars should be suited to everyone’s life style and everyone’s expectations. This ambition is reflected in our quest for sustainable and environmentally friendly mobility, for safety and for quality we want to offer to every customer.

All of our teams are dedicated to your satisfaction. These travelling instructions contain comprehensive information on how to use the Renault Eurodrive system. This booklet is a precious guide to finding the right information and the right contact. This information is also available online at our website, www.renault-eurodrive.com.

We wish you a pleasant stay in Europe driving your Renault or your Dacia and thank you again for choosing Renault Eurodrive.

Sophie PONSAILLE
Directeur de Renault Courte Durée

USER’S GUIDE
YOUR NEW CAR

This chapter contains answers to all the questions you have about your vehicle, from pick-up to drop-off.

Contents
04 Picking up your car
06 Insurance / assistance
08 Contract modifications
10 Returning your car
12 Pick-up and return centers
26 CHECK-LIST
PICKING UP YOUR CAR

YOUR ARRIVAL

Please remember that, in order to pick up your car in the best possible conditions, you must provide your delivery center with your appointment details or your flight number. If you do not have a flight number, then please contact your delivery center for an appointment at least 3 working days before the scheduled delivery date.

IMPORTANT

If you change your flight, train or arrival date and time, please contact our pick-up center as quickly as possible so that we can welcome you in the best possible conditions. We will wait for you for 30 minutes after the agreed time and for 1 hour after the actual arrival of your flight. Always refer to the information about your pick-up center in the “Pick-up and drop-off centers” chapter on page 12, or the detailed information sheet for your center that you received from your Eurodrive agent.

TO FIND OUT MORE

- The regulations, highway codes and procedures in the event of an accident or damage differ from one country to another. The vehicle you receive obeys French law. You are responsible for your travel in Europe. Therefore, remember to refer to the specific regulations that apply in each country.

PICK-UP PROCEDURE

Please present:
- your passport (or identity card),
- a copy of your Renault Eurodrive contract.

Your spouse, partner or a family member may also pick up the car and drive it, providing they present an authorized document with your signature.

Your partner must, in addition to the authorized document, present a certificate proving partnership or a sworn statement of partnership with your signature.

You will be presented with several items:
- vehicle registration papers,
- a European accident report with instructions,
- an insurance certificate,
- an insurance assistance booklet,
- two keys (or cards) for the vehicle,
- a safety kit (fluorescent vest + and warning triangle).

IMPORTANT

Drivers must be at least 18 years old and possess a driving license valid for use in the country concerned.

FUEL INFORMATION

<table>
<thead>
<tr>
<th>ENGINE</th>
<th>FUEL</th>
<th>NAME AT PUMP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gasoline</td>
<td>Super unleaded</td>
<td>Super Sans plomb SP 95 / SP 98</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Unleaded / Gasoline</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gasolina sin plomo 95</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gasolina sin plomo 98</td>
</tr>
<tr>
<td>Diesel (dCi)</td>
<td>Diesel</td>
<td>Diesel / Gazole / Gas-oil</td>
</tr>
</tbody>
</table>

CAUTION!
The fuel type to be used with your vehicle is marked inside the fuel cap. “GO” means diesel, “ES” means gasoline/petrol.

IMPORTANT

For safety reasons, the cars are delivered with the fuel necessary to reach the nearest gas station. Fill up the tank as soon as possible.
INSURANCE / ASSISTANCE OF YOUR CAR

PEACE OF MIND

YOUR RENAULT OR YOUR DACIA IS PROTECTED

- in case of breakdown: by the manufacturer warranty.
- in case of accident, theft, attempted theft, fire, vandalism, broken windows, punctures, lost keys or fuel inversion: by the deductible-free multi-risk insurance in your Renault Eurodrive contract.

CLAIMS

- you must always make a declaration for your Eurodrive vehicle (details of the circumstances, police report). Without a declaration, the insurance company will not pay any refunds. The same applies to damages or incidents affecting rental vehicles provided further to an incident with your temporary transit vehicle.
- do not take out any additional insurance from the rental agency.
- if an occupant aged over 70 dies, the claimants shall not benefit from the guarantee protecting transported persons.

YOUR VEHICLE IS COVERED IN 42 EUROPEAN COUNTRIES

Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Macedonia, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Vatican.

IMPORTANT

In the event of damage, you must fill out:
- either an accident report with a third party (check the insurance policy number of the third party and make sure he/she signs the document),
- or a detailed report (with detailed explanations of the circumstances, including the registration number and the date of the incident).

Cases of vandalism or theft must be reported to the police and the original report must be sent to GSAE.

The document must always be faxed to the following number: +33 (0)1 76 89 00 47.

USEFUL INFO

You are no longer insured after the validity date of your insurance certificate, neither if you drive in a country not mentioned in the list above.

All persons that meet the conditions of eligibility of the special «TT» status, can drive a «TT» vehicle. In this case, the assistance conditions only apply if the holder of the registration document is present in the vehicle.

IN THE EVENT OF INCIDENTS

WHAT TO DO IN CASE OF BREAKDOWN, ACCIDENT, FIRE, VANDALISM OR THEFT?

Below are a few recommendations:
- BREAKDOWN 1 + 6
- ACCIDENT NT 1 + 2 + 4 + 5
- OTHER 1 + 3 + 4 + 5

1 Call (24/7): ☏ +33 (0)1 49 65 24 04
2 Carefully fill out both sides of the European accident report.
3 Report the incident to the police.
4 Fax your European accident report to:
   ☏ +33 (0)1 76 84 96 96
5 Send the originals to the following address:
   GSAE Renault Eurodrive immeuble vendôme 12/14, rue du Centre
   93197 Noisy-le-Gd Cedex, France
6 If the vehicle is left in a Renault or Dacia garage, always leave the registration documents inside the vehicle.

Conditions applying to the payment of costs vary according to the time the vehicle is immobilized:

- less than 10 days: hotel expenses or vehicle hire*.
- more than 10 days: hotel expenses, vehicle hire or supply of a new Eurodrive vehicle, depending on the expiry date of the contract**.

*See general sales conditions on your order form.

EXCLUSIONS

- The Eurodrive contract does not cover, fuel leaking, mechanical incidents caused by vehicle misuse, mechanical incidents caused by towing, snow tires and chains. Neither does it cover fines or parking tickets, telephone, restaurant/bar, fuel or toll expenses, vehicle servicing costs, or expenses that the beneficiary was expected to pay as part of the planned stay in the place of the incident (e.g. accommodation).
- The contract does not cover events resulting from holders’ participation in sports competitions, bets and matches.

ASSISTANCE FOR YOUR CAR

- In the event of an accident, theft, attempted theft or breakdown, customers must call the following number: +33 (0)1 49 65 24 04 (24-7).
  Technical and material assistance will be provided as quickly as possible.

- If your vehicle is replaced, further to an incident, by another rental vehicle supplied by a conventional rental operator, you will be required to submit a bank card print. Never take out any additional insurance.

- The rental vehicle must be dropped off with a full tank in a center operated by the rental operator in question, and not in a Eurodrive drop-off center.

CAUTION!

- Remember Renault Eurodrive insurance and assistance does not cover Kosovo and the Turkish part of Cyprus.

CAUTION!

If the administrative documents are lost or stolen (e.g. registration documents), you must report the incident to the local police and contact RCD on +33 (0)1 76 84 96 96. In the event of theft, only the belongings mentioned in the police report will be reimbursed, upon presentation of the original sale invoices.

In the event of theft, the cost of obtaining new ID papers is not reimbursed. Never leave the registration documents and the spare keys in a parked vehicle.
CONTRACT MODIFICATIONS

EXTENDING YOUR CONTRACT?

You may extend the length of your contract following the delivery of your vehicle, within the limits of the expiration date of the vehicle’s registration certificate. To do so, contact Renault Eurodrive Monday to Friday from 9 am to 4 pm, excluding public holidays:
- In France: ✆ 01 76 84 99 00 ☏ 01 76 89 07 93
- From outside France: ✆ +33 1 76 84 99 00 ☏ +33 1 76 89 07 93

You will be asked to supply the following information:
- the registration number of your vehicle or the number of your Renault Eurodrive contract,
- the number and expiry date of your credit card (the only authorized payment means),
- the date you want to extend the contract to,
- an address, an e-mail address or fax number so we can send you a new insurance certificate.

EXTENSION COSTS IN 2012

<table>
<thead>
<tr>
<th>RENAULT MODELS</th>
<th>PRICE PER DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>MODUS / WIND</td>
<td>20 euros</td>
</tr>
<tr>
<td>CLIO HATCHBACK AND ESTATE / GRAND MODUS / KANGOO / GRAND KANGOO / MÉGANE BERLINE AND COUPÉ / MÉGANE ESTATE</td>
<td>25 euros</td>
</tr>
<tr>
<td>SCÉNIC / GRAND SCÉNIC / LAGUNA HATCHBACK / LAGUNA ESTATE / LAGUNA COUPÉ</td>
<td>30 euros</td>
</tr>
<tr>
<td>MÉGANE COUPE CABRIOLET / LATITUDE / ESPACE / GRAND ESPACE / TRAFIC LONG</td>
<td>35 euros</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DACIA MODELS</th>
<th>PRICE PER DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>SANDERO</td>
<td>15 euros</td>
</tr>
<tr>
<td>LOGAN MCV / DUSTER</td>
<td>20 euros</td>
</tr>
</tbody>
</table>

IMPORTANT

- Extension fees must be paid by credit card.

CHANGING YOUR CONTRACT?

You have 25 calendars to change or cancel your Renault Eurodrive contract.

IMPORTANT

- The following changes to your contract will be charged 300€ if requested in the 24 days before pick-up date for:
  - vehicle change
  - pick-up location change
  - name/contract holder change
  - cancel order

CAUTION!

If you haven’t extended your contract with Renault Eurodrive, use of the vehicle becomes illegal after the date of the original contract. In addition, the customer and their passengers are no longer insured. The driver alone will be liable for damages caused to third parties.

CAUTION!

Conditions may vary from one country to another. Please contact your Eurodrive agent for more details.
RETURNING YOUR CAR

DROP-OFF PROCEDURES

Customers are required to call their return center three business days before the scheduled drop-off date. All the information you need will be supplied during this call. You will be expected no later than 30 minutes after the arranged time.

If you need to change the drop-off time: Let your return center know as soon as possible about any change in drop-off times, so that your local correspondent can welcome you in the best possible conditions.

If you need to change the drop-off location: To return your car to a different center from pick-up, contact the center of your choice no later than three business days before return date (see details of the centers on pages 14 to 24). You will be billed for return fees outside France not settled when making your order.

If you need to return your vehicle early: you may benefit from a reimbursement for days not used, subject to a deductible of 7 days. You will be billed for a minimum 21 days. Please contact your agent.

ITEMS TO BE RETURNED

- the vehicle,
- both of the vehicle’s keys or cards,
- the registration documents,
- the warranty booklet and the user manual,
- the safety kit (reflective jackets and red triangle),
- the duly completed European accident report, if you have had an accident,
- the SD card of the GPS,
- the infrared audio headsets,
- the remote controls

CAUTION!
If you return the vehicle late (after the date mentioned on your contract), an extension fee will be charged (see page 8). Renault Eurodrive accepts no responsibility for personal belongings left behind in the vehicle.

IMPORTANT
Always refer to the “Pick-up and drop-off centers” chapter (pages 12 to 24) for contact details and more information about each center.

IMPORTANT
You will be billed for any missing items on return (documents mentioned above, vehicle equipment). You will be charged fees for not returning the vehicle to a Renault Eurodrive.

IMPORTANT
You will be billed for any missing items on return (documents mentioned above, vehicle equipment). You will be charged fees for not returning the vehicle to a Renault Eurodrive.
This chapter contains a list of our pick-up and drop-off centers in France and Europe, plus their contact details that you will need to make an appointment before picking up or dropping off your vehicle.
IN EUROPE

IN FRANCE

P15 AVIGNON
P15 BIARRITZ
P16 BORDEAUX
P16 BREST
P17 CALAIS
P18 LYON
P19 MARSEILLE
P20 MONTPELLIER
P20 NANTES
P21 NICE
P21 PARIS centre
P21 PARIS ORLY
P22 PARIS-ORLY/CDG
P23 SAINT-LOUIS/MULHOUSE/BASIL
P23 STRASBOURG
P24 TOULOUSE

IN EUROPE

P14 AMSTERDAM
P14 AMSTERDAM
P15 BARCELONA
P16 BRUSSELS
P17 CALAIS
P17 FRANKFURT
P17 GENEVA
P18 LISBON
P19 MADRID
P19 MÁLAGA
P20 MUNICH
P21 NICE
P22 PORTO
P22 ROME
P23 SAINT-LOUIS/MULHOUSE/BASIL
P24 VIGO
P24 ZURICH

AMSTERDAM – SCHIPHOL

RENAULT EURODRIVE / M.D.S.
Crowne Plaza Hotel
Planeetbaan 2, Houtdorp
Amsterdam 2132 HZ, Netherlands

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.
+31 (0)20 890 38 46
mds.amsterdam@mdsparc.com

AVIGNON

RENAULT EURODRIVE / M.D.S.
Ava gas station
16, boulevard St-Michel
84000 Avignon

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.
+33 (0)4 26 67 74 54
mds.avignon@mdsparc.com

BARCELONA

RENAULT EURODRIVE / M.D.S.
Poloín Mas Blau I
Carrer De L’Alt Camp nº 9
08830 Sant Boi De Llobregat

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.
+34 93 184 56 71
mds.barcelona@mdsparc.com

BIARRITZ – ANGLET

RENAULT EURODRIVE / M.D.S.
ZAC de Parme
Axe de Galin
64600 Anglet

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.
+33 (0)5 42 66 62 62
mds.biarritz@mdsparc.com

CAUTION!

- For pick-ups: if you do not send a flight number, then you must make an appointment with your center no later than 3 working days before the agreed pick-up date*.
- For drop-offs: you must make an appointment with your center no later than 3 working days before the agreed drop-off date*.
- You will wait up to 30 minutes maximum beyond the agreed time and one hour after flight arrival statement.

*Detailed information about the opening hours of the switchboard at your pick up or drop off location is available in the appropriate location sheet.

Public holidays:
- 30/04 - 26/05 - 25/12 - 26/12

Public holidays:
- 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 15/08 - 01/11 - 11/11 - 25/12

Public holidays:
- 01/01 - 08/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12

Public holidays:
- 01/01 - 06/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12

Public holidays:
- 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 15/08 - 01/11 - 11/11 - 25/12

- 01/01 - 06/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12

CAUTION!

- 30/04 - 26/05 - 25/12 - 26/12

- 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 15/08 - 01/11 - 11/11 - 25/12

- 01/01 - 06/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12

Public holidays:
- 01/01 - 06/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12

Public holidays:
- 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 15/08 - 01/11 - 11/11 - 25/12

Public holidays:
- 01/01 - 06/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12

Public holidays:
- 01/01 - 06/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12

Public holidays:
- 01/01 - 06/01
- 06/04 - 09/04 - 01/05 - 15/08 - 11/09
- 12/10 - 01/11 - 08/12 - 09/12 - 25/12
- 26/12
BREDA – MÉRIGNAC

RENAULT EURODRIVE / M.D.S.
Desk Hall A – Arrivals floor

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
+33 (0)6 74 78 65 08
mds.brest@mdsparc.com

FACEBOOK

BORDEAUX – GUÉPAS

RENAULT EURODRIVE / M.D.S.
Airport – P3 car park

RETURN SERVICE
Daily.
Return address: airport, P3 car park.

RENAULT EURODRIVE / EUROPAC
Desk – “Loueurs” (Rentals)

RETURN SERVICE
Daily.
Return address: as above.

Public holidays:
01/01 - 09/04
01/05 - 08/05 - 17/05 - 28/05 - 14/07
15/08 - 01/11 - 11/11 - 25/12

PIERRE CLAUSSE HOTEL
Parcs des Anney de Magny
Route du Nant
01280 Prévessin-Moens

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
+33 (0)9 64 97 25 47
mds.geneve@mdsparc.com

PUBLIC HOLIDAYS
01/01 - 01/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 06/04 - 09/04 - 01/05 - 17/05 - 28/05
- 07/06 - 15/08 - 03/10 - 18/11 - 25/12
- 15/08 - 01/11 - 25/12

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
+33 (0)9 64 97 25 47
mds.geneve@mdsparc.com

Brussels – Zaventem

RENAULT EURODRIVE / EUROPAC
Brussels Airport
Desk – Arrivals hall

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
Except on public holidays.
+32 (0)2 800 09 73
ou +32 (0)2 800 09 74

RENAULT EURODRIVE / WALON FRANCE
Première Classe Hotel
Parc des Anney de Magny
Route du Nant
01280 Prévessin-Moens

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
Except on public holidays.
+33 (0)6 07 32 15 43
mds.francfort@mdsparc.com

Public holidays:
01/01 - 01/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 06/04 - 09/04 - 01/05 - 17/05 - 28/05
- 07/06 - 15/08 - 03/10 - 18/11 - 25/12
- 15/08 - 01/11 - 25/12

BRUSSELS – ZAVENTEM

RENAULT EURODRIVE / EUROPAC
Brussels Airport
Desk – Arrivals hall

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
Except on public holidays.
+33 (0)6 63 05 88 79
ou +33 (0)6 63 05 88 78
mds.brest@mdsparc.com

Relax

Public holidays:
01/01 - 01/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 06/04 - 09/04 - 01/05 - 17/05 - 28/05
- 07/06 - 15/08 - 03/10 - 18/11 - 25/12
- 15/08 - 01/11 - 25/12

By train:
Airport City Express depuis Bruxelles no. 12 from Brussels, Rue Ducale.

CAR FERRY

TERMINAL CAR FERRY
CALSIS PORT

RENAULT EURODRIVE / M.D.S.
Holiday Inn Express
Langener Str. 200
45465 Mörfelden

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
Except on public holidays.
+49 (0)69 257 385 652
mds.morfelden@mdsparc.com

Public holidays:
01/01 - 06/01
- 01/04 - 09/04 - 01/05 - 02/05 - 03/05
- 06/04 - 07/05 - 08/05 - 09/05 - 10/05
- 14/07 - 26/12

RENAULT EURODRIVE / M.D.S.
Holiday Inn Express
Route du Nant
01280 Prévessin-Moens

Switchboard hours:
Monday to Friday, from 9:00 am to 5:00 pm.
Except on public holidays.
+33 (0)6 84 97 25 47
mds.francfort@mdsparc.com

Public holidays:
01/01 - 01/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 06/04 - 09/04 - 01/05 - 17/05 - 28/05
- 07/06 - 15/08 - 03/10 - 18/11 - 25/12
- 15/08 - 01/11 - 25/12

By train:
TGV fretun then 15 km by taxi (only possibility).

By bus:
A free minibus service will take you to the Holiday Inn Express hotel.

By train:
Airport City Express from Brussels.

By bus:
A free minibus will take you to the Holiday Inn Express hotel.

By train:
TGV fretun from Brussels, Rue Ducale.

Getting to the centre
By train: TGV Freun then 15 km by taxi (only possibility).

By bus: A free minibus will take you to your departure terminal.

Getting to the centre
By bus: A free minibus will take you to your departure terminal.

Getting to the centre
By train: Airport City Express depuis Bruxelles

Getting to the centre
By bus: A free minibus will take you to your departure terminal.

Getting to the centre
By train: Brussels, Rue Ducale.

Getting to the centre
By train: TGV Freun then 15 km by taxi (only possibility).

Getting to the centre
By bus: A free minibus will take you to your departure terminal.
### London – Heathrow

- **Airport:** London Heathrow
- **Location:** Slipson Road – Unit 6 Sovereign Court
- **Switchboard hours:** Monday to Friday, from 9:00 am to 1:00 pm and from 2:00 pm to 5:00 pm, except on public holidays.
- **Contact:** +44 (0)20 861 996 91 or mds.heidarb@mdsparc.com
- **Free shuttle service:** Operates from 6:00 am to 8:00 pm, except on public holidays.

### Lyon – Saint-Exupéry

- **Airport:** Lyon Saint-Exupéry
- **Location:** Avenue du maréchal Juin
- **Switchboard hours:** Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.
- **Contact:** +33 (0)4 72 48 42 02 or mds.lyon@mdsparc.com
- **Free minibus service:** Operates daily, from 5:00 am to 10:00 pm.

### Madrid – Barajas

- **Airport:** Madrid Barajas
- **Location:** Ingeniero Torres Quevedo, 6
- **Switchboard hours:** Monday to Friday, from 9:00 am to 6:00 pm, except on public holidays.
- **Contact:** +34 913 29 29 11 or +34 913 29 27 10
- **Free shuttle service:** Operates daily, from 6:00 am to 8:00 pm, except on public holidays.

### Marseille – Provence

- **Airport:** Marseille
- **Location:** Aéroport de Marseille-Provence (International Arrivals), Halls 3/4 (Domestic Departure)
- **Contact:** +33 (0)4 72 48 42 02 or mds.lyon@mdsparc.com
- **Free shuttle service:** Operates daily, from 5:00 am to 10:00 pm.

### Milan – Linate – Centro-Ville

- **Airport:** Milan Linate
- **Location:** Milan Linate airport (reception located near the Sofitel and ibis hotels)
- **Contact:** +39 0240 708 236 or mds.milan@mdsparc.com
- **Free shuttle service:** Operates daily, from 5:00 am to 10:00 pm.

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**PICK-UP SERVICE**

- **Daily:** When your flight arrives, as specified in your booking, call our representative on +33 (0)4 72 48 42 02 or 0800 73 69 67 from the station or +34 91 329 29 11 / +34 91 329 27 10 or 900 712 137 from the airport, using a landline (free phone number accessible from most public telephones).
- **A free minibus service will take you to the reception centre, 4 km away.**

**RETURN SERVICE**

- **Daily:** Return address: as above.
- **A free minibus service will take you to your departure terminal.**

**Getting to the centre**

- **By car from Rossio:** Avenida da República, 2nd circular.
- **By bus from Cais do Sodré:** Bus 44.
- **By bus from Rossio:** Aero Bus, bus nº 44, daily.

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**Public holidays:**

- **01/01 - 21/02:** 06/04 - 04/05 - 04/06 - 01/05 - 27/05 - 03/06 - 10/06 - 13/06 - 15/08 - 05/10 - 01/11 - 08/12 - 25/12
- **01/01 - 02/01:** 27/01 - 03/02 - 28/02 - 08/03 - 15/03 - 22/03 - 08/04 - 15/04 - 22/04 - 09/05 - 16/05 - 23/05 - 30/05 - 06/06 - 13/06 - 20/06 - 27/06 - 04/07 - 11/07 - 18/07 - 25/07 - 01/08 - 08/08 - 15/08 - 22/08 - 29/08 - 05/09 - 12/09 - 19/09 - 06/10 - 13/10 - 20/10 - 27/10 - 03/11 - 10/11 - 17/11 - 24/11 - 01/12 - 08/12 - 15/12 - 22/12
- **01/01 - 06/01:** 19/03 - 05/04 - 06/04 - 01/05 - 02/05 - 11/05 - 07/06 - 14/06 - 21/06 - 28/06 - 05/07 - 12/07 - 19/07 - 26/07 - 02/08 - 09/08 - 16/08 - 23/08 - 30/08 - 06/09 - 13/09 - 20/09 - 27/09 - 04/10 - 11/10 - 18/10 - 25/10 - 01/11 - 08/11 - 15/11 - 22/11 - 29/11 - 06/12 - 13/12 - 20/12 - 27/12
- **01/01 - 09/04:** 01/05 - 08/05 - 17/05 - 26/05 - 14/06 - 31/06 - 07/07 - 14/07 - 21/07 - 28/07 - 04/08 - 11/08 - 18/08 - 25/08 - 01/09 - 08/09 - 15/09 - 22/09 - 29/09 - 06/10 - 13/10 - 20/10 - 27/10 - 03/11 - 10/11 - 17/11 - 24/11 - 01/12 - 08/12 - 15/12 - 22/12
- **01/01 - 06/01:** 19/03 - 05/04 - 06/04 - 01/05 - 02/05 - 11/05 - 07/06 - 14/06 - 21/06 - 28/06 - 05/07 - 12/07 - 19/07 - 26/07 - 02/08 - 09/08 - 16/08 - 23/08 - 30/08 - 06/09 - 13/09 - 20/09 - 27/09 - 04/10 - 11/10 - 18/10 - 25/10 - 01/11 - 08/11 - 15/11 - 22/11 - 29/11 - 06/12 - 13/12 - 20/12 - 27/12
- **01/01 - 06/01:** 19/03 - 05/04 - 06/04 - 01/05 - 02/05 - 11/05 - 07/06 - 14/06 - 21/06 - 28/06 - 05/07 - 12/07 - 19/07 - 26/07 - 02/08 - 09/08 - 16/08 - 23/08 - 30/08 - 06/09 - 13/09 - 20/09 - 27/09 - 04/10 - 11/10 - 18/10 - 25/10 - 01/11 - 08/11 - 15/11 - 22/11 - 29/11 - 06/12 - 13/12 - 20/12 - 27/12
By bus:
From Montpellier, take the tramway towards the Odysseyum as far as the rental car compound.

When the agreed flight arrives, go to the reception centre, 5 km away.

A free shuttle will take you to the reception centre, 5 km away.

Return address: as above. A free shuttle will take you to your departure terminal.

By bus: From Nantes, bus no. 36. You will see the sign “orlytech – Orly-Ville”.

When your flight arrives, call our representative on +33 (0)4 92 29 13 83 or 0800 803 583 from the airport, using a landline (free phone number accessible from most public telephones). A free shuttle will take you to the reception centre, 1.9 km from the airport.

When your flight arrives, call our representative on the free phone number: 0800 800 646 (accessible from most public telephones).

Please note that walk in customer deliveries can be arranged daily between 6:30 am and 8:00 pm.

A free shuttle will take you to your departure terminal.

By bus: From Montpellier, take the tramway towards the Odysseyum as far as “Place de l’Europe”. Then take a shuttle tramway towards the Odysseyum as far as the rental car compound.

When the agreed flight arrives, go to the reception centre, 5 km away.

A free shuttle will take you to the reception centre, 5 km away.

A free shuttle will take you to your departure terminal.

Public holidays: 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 15/08 - 01/11 - 11/11 - 25/12

Public holidays: 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 15/08 - 01/11 - 11/11 - 25/12

Public holidays: 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
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Public holidays: 01/01 - 09/04
- 01/05 - 08/05 - 17/05 - 28/05 - 14/07
- 15/08 - 01/11 - 11/11 - 25/12
When your flight arrives, as specified in your booking, call our representative on +33 (0)1 48 62 37 53 or 0800 800 775 from the airport, using a landline (free phone number accessible from most public telephones).

A free shuttle will pick you up.

CAUTION :
pick-ups from 5:00 am only
before the scheduled return date.
When your flight arrives, as specified in your booking, call our representative.
A free minibus will take you to your
departure terminal.

Getting to the centre
By car:
- A free minibus will take you
to your departure
terminal.

Getting to the centre
By car:
direction Roma Fiumicino airport.
Follow OSTIA FUMICINO then FUMICINO
Nord, follow the signs to the Parking Blu.

CUSTOMS REGULATIONS:
- Portugal.
- Consequent conditions
- delivery and return are subject to change at any time.

RENAULT EURODRIVE / PORTO PARIS LDA
Francisco Sa Carneiro Airport

Switchboard hours:
Monday to Friday, from 8:00 am
and from 3:00 pm to 7:00 pm.
Except on public holidays.
+39 0 665 001 456
mds.rome@mdsparc.com

RENAULT EURODRIVE / S.A. GARAGE BADER
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07
mds.strasbourg@mdsparc.com

RENAULT EURODRIVE / M.D.S.
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07 or 0800 73
69 98 from the airport, using a landline
(free phone number accessible from most
public telephones).

CAUTION :
A l’arrivée les clients doivent
impérativement appeler le centre afin d’éviter
toute attente à l’aéroport.

RENAULT EURODRIVE / M.D.S.
Poligono del Tambre
Via Isaac Peral 12-18
15890 Santiago de Compostela

Switchboard hours:
Monday to Friday, from 9:00 am
and from 3:00 pm to 7:00 pm.
Except on public holidays.
+34 961 58 64 44
+34 608 16 17 49 (saturday)

RENAULT EURODRIVE / M.CAERO S.A.
Via de la Pinne, 74
00034 Fiumicino
Parking Blu

Switchboard hours:
Monday to Friday, from 9:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+39 0 665 001 456
mds.rome@mdsparc.com

RENAULT EURODRIVE / S.A. GARAGE BADER
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07
mds.strasbourg@mdsparc.com

RENAULT EURODRIVE / M.D.S.
TOTAL gas station
4, route de Schirmeck
67120 Duppigheim

Switchboard hours:
Monday to Friday, from 9:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07
mds.strasbourg@mdsparc.com

RENAULT EURODRIVE / M.D.S.
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07 or 0800 73
69 98 from the airport, using a landline
(free phone number accessible from most
public telephones).

CAUTION :
A l’arrivée les clients doivent
impérativement appeler le centre afin d’éviter
toute attente à l’aéroport.

RENAULT EURODRIVE / S.A. GARAGE BADER
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07 or 0800 73
69 98 from the airport, using a landline
(free phone number accessible from most
public telephones).

CAUTION :
A l’arrivée les clients doivent
impérativement appeler le centre afin d’éviter
toute attente à l’aéroport.

RENAULT EURODRIVE / S.A. GARAGE BADER
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07 or 0800 73
69 98 from the airport, using a landline
(free phone number accessible from most
public telephones).

CAUTION :
A l’arrivée les clients doivent
impérativement appeler le centre afin d’éviter
toute attente à l’aéroport.

RENAULT EURODRIVE / M.D.S.
TOTAL gas station
4, route de Schirmeck
67120 Duppigheim

Switchboard hours:
Monday to Friday, from 9:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07
mds.strasbourg@mdsparc.com

RENAULT EURODRIVE / M.D.S.
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07 or 0800 73
69 98 from the airport, using a landline
(free phone number accessible from most
public telephones).

CAUTION :
A l’arrivée les clients doivent
impérativement appeler le centre afin d’éviter
toute attente à l’aéroport.

RENAULT EURODRIVE / S.A. GARAGE BADER
Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:
Monday to Friday, from 8:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07 or 0800 73
69 98 from the airport, using a landline
(free phone number accessible from most
public telephones).

CAUTION :
A l’arrivée les clients doivent
impérativement appeler le centre afin d’éviter
toute attente à l’aéroport.

RENAULT EURODRIVE / M.D.S.
TOTAL gas station
4, route de Schirmeck
67120 Duppigheim

Switchboard hours:
Monday to Friday, from 9:00 am
and from 2:00 pm to 5:00 pm.
Except on public holidays.
+33 (0)3 88 49 11 07
mds.strasbourg@mdsparc.com
PICK-UP SERVICE
Daily.
When your flight arrives, as specified in your booking, call our representative on +41 (0)43 500 42 04 or 0800 700 201 from the airport, using a landline (free phone number accessible from most public telephones).
A free minibus service will pick you up.

RETURN SERVICE
Daily.
Return address: as above.
A free minibus service will take you to the airport.

ZURICH – KLOTEN

Inform your delivery centre of the theft number.
If you do not have a theft number, make an appointment with your delivery center (at least three working days before the end date on your order form).
Check your flight times with your airline and inform your delivery centre of any changes.
Carefully read the “User’s Guide” in your travel booklet (pp. 3-11), which provides all the necessary information, from pick-up through to drop-off.
Bring your order form
Bring your travel booklet.
Bring authorization document where applicable (see p. 5).

When you drop off your vehicle:
Make sure you have not left any personal belongings in the vehicle.
Return:
• both of the vehicle’s keys or cards,
• the registration documents,
• the warranty booklet and the user manual,
• the safety kit (reflective jackets and red triangle),
• the SD card of the GPS,
• the infrared audio headsets and GPS remote control,
• the duly completed European accident report, if you have had an accident.
## CONTACT YOUR DELIVERY CENTER...

<table>
<thead>
<tr>
<th>City</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amsterdam</td>
<td>+31 (0)20 890 38 46</td>
</tr>
<tr>
<td>Avignon</td>
<td>+33 (0)4 26 07 74 54</td>
</tr>
<tr>
<td>Barcelona</td>
<td>+34 93 184 56 71</td>
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<tr>
<td>Biarritz</td>
<td>+33 (0)5 24 62 06 66</td>
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<tr>
<td>Bordeaux</td>
<td>+33 (0)6 74 78 65 08</td>
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<tr>
<td>Brest</td>
<td>+33 (0)6 63 05 88 79</td>
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<tr>
<td>Brussels</td>
<td>+32 (0)2 721 05 92</td>
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<td>+32 (0)2 800 09 73</td>
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<td>Calais</td>
<td>+33 (0)6 07 32 15 43</td>
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<tr>
<td>Frankfurt</td>
<td>+49 (0)69 257 385 652</td>
</tr>
<tr>
<td>Geneva</td>
<td>+33 (0)6 84 97 25 47</td>
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<tr>
<td>Lisbon</td>
<td>+351 21 846 27 97</td>
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<tr>
<td>London</td>
<td>+44 (0)20 881 996 91</td>
</tr>
<tr>
<td>Lyon</td>
<td>+33 (0)4 72 48 42 02</td>
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<tr>
<td>Madrid</td>
<td>+34 91 329 29 11</td>
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<td>+34 91 329 27 10</td>
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<tr>
<td>Marseille</td>
<td>+33 (0)4 42 14 31 49</td>
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<tr>
<td>Milan</td>
<td>+39 0240 708 236</td>
</tr>
<tr>
<td>Montpellier</td>
<td>+33 (0)6 08 02 26 11</td>
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<td>+33 (0)6 81 08 81 14</td>
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<tr>
<td>Munich</td>
<td>+49 (0)69 33 29 62 46</td>
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<tr>
<td>Nice</td>
<td>+33 (0)4 92 29 13 83</td>
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<tr>
<td>Paris 16*</td>
<td>+33 (0)1 40 71 72 40</td>
</tr>
<tr>
<td>Paris Orly</td>
<td>+33 (0)1 49 75 13 50</td>
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<tr>
<td>Paris-CDG</td>
<td>+33 (0)1 48 62 37 53</td>
</tr>
<tr>
<td>Porto</td>
<td>+351 22 996 64 27</td>
</tr>
<tr>
<td>Rome</td>
<td>+39 0 665 001 456</td>
</tr>
<tr>
<td>Santiago de Compostela</td>
<td>+34 981 58 64 44</td>
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<tr>
<td>(samedi)</td>
<td>+34 608 98 17 49</td>
</tr>
<tr>
<td>St-Louis</td>
<td>+33 (0)3 89 89 70 00</td>
</tr>
<tr>
<td>Strasbourg</td>
<td>+33 (0)3 88 49 11 07</td>
</tr>
<tr>
<td>Toulouse</td>
<td>+33 (0)5 40 80 43 12</td>
</tr>
<tr>
<td>Vigo</td>
<td>+34 98 625 10 88</td>
</tr>
<tr>
<td>Zurich</td>
<td>+41 (0)43 500 42 04</td>
</tr>
</tbody>
</table>

## NOTES

**BECOME OWNER IN PEACE OF MIND**

Soon after your arrival at the airport, pick up your new vehicle from one of our 40 centers in Europe, manufacturer’s warranty and Renault service’s quality, possibility to subscribe to a service contract (extended warranty, maintenance and service) and/or to an insurance contract, assistance Renault 24/24 and 7/7.

**YOUR AGENT EURODRIVE WILL DEAL WITH ALL**

**BUY A NEW RENAULT OR DACIA VEHICLE**

www.renault-eurodrive.com

**RENAULT EURODRIVE**

**DRIVE THE CHANGE**
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